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MEMORANDUM FOR Brian Monaghan
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Attention: Management Training Branch
Field Division

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Subject: Observation Report - Update/Leave Training in Idaho Falls, Idaho

I. Introduction

On February 28 and 29 I observed the Update/Leave (U/L) enumerator training in Idaho Falls, Idaho for Crew Leader District (CLD) 0110, Local Census Office (LCO) 2749. The UL enumerator will update the addresses listed during the Address Listing (AL) operation approximately 1½ years ago and will deliver the questionnaires to all vacant and occupied housing units. Updates will consist of deletes, corrections and adds to the original listing. Questionnaires will be delivered to all existing housing units and returned to the Crew Leader (CL) for all deleted housing units.

II. Enumerator Training

The training was conducted at the LCO. Arriving early, I met with the LCO manager, Jack Willisch, who gave me an informative tour of the LCO and its present operations. The LCO was previously a pizza establishment. All personnel, both administrative and operational, were extremely helpful and courteous. During the tour, I reviewed some of the enumerator materials ready for CL pickup. Map envelopes for Assignment Areas (AA's) were numerous. Each envelope contained fifty map sheets. Some AA's contained ten plus envelopes, with the majority observed containing three or more envelopes. The outside of the envelope identified the map sheets but did not identify

block numbers. Finding the appropriate map during the canvassing could be difficult without block identification on the outside of the envelope. Some type of map organization might be necessary prior to canvassing. Finally, there were numerous "no living quarters" blocks resulting in AA's containing large number of blocks.

The training was scheduled from 9:00 a.m. to 3:30 p.m. Twenty-one trainees were expected. Sixteen trainees showed up with an additional two persons reporting later in the day. The majority of the trainees were new hires; three persons had worked on the Address Listing operation and a couple had previously worked in office operations. The training was held in the LCO. There was adequate seating and lighting. The trainer had done an excellent job in preparing the room as well as being prepared herself. She had worked in the 1990 Census as well as in the Census 2000 Address Listing operation. She used the verbatim training guide as instructed. At first she was a little nervous, but as the day progressed, her confidence as well as her preparation proved to pay off. The room was set up prior to the start of training providing the participants with their necessary training materials.

Topics covered in the morning session were of an administrative nature. When we started with the actual training materials, there was difficulty with the example of the different types of maps (AA and Block). Throughout the session, the switching between manuals became cumbersome and somewhat confusing especially for the new hires.

When discussing "type of living quarters" the "housing unit at special place" concept was difficult to explain as well as to understand. Based on their questions it was hard for the trainees to understand exactly what to do with housing units at special places.

The trainer provided accurate and good answers during the session. If the related question had not yet been covered, she addressed questions with "we will be covering that later" and "if it is not covered later, I will get you an answer".

It was mentioned that "bed and breakfast" establishments are no longer considered special places. However, all training materials still have these places as examples of special places. The trainees had difficulty in understanding the special place add concept.

The trainer stressed that they really do not want to see INFO-COMS. The INFO-COMS are used in field operations to record problems encountered that probably need to be handled by the CL. However, I think she wanted the enumerator to try all available resources before completing an INFO-COM.

Overall, day one of the training went well.

All trainees returned on day two. The trainer suggested highlighting selected items in the manual bringing attention to entries on the address listing page that can and cannot have updates. Since many of the training materials did not project what the actual materials would be like, the trainer brought a "real" assignment to class from her CL area to let the

trainees see the actual books and maps. This was not part of the official training but was helpful to the trainees.

The address listing page contained "blanks" in Column 5, Housing Unit/ Special Place (SP) type, except for selected type of units. This was confusing to the trainees since only certain types of structures were identified. There was discussion of Group Quarters and SP but the concepts were not fully explained in the Training Guide

One interesting comment made by the trainer was "do you feel like a yo-yo yet?" The switching from manual to workbook to other training materials led to some frustration on the part of the trainees.

Recording "no living quarters" on street segments was a concern expressed by the trainees when the areas they would be covering contained many "no living quarters" blocks and multisheeting of the block maps.

Day two progressed a little slower than day one but the trainees interest and enthusiasm was still there. Some trainees required more help than others.

I was unable to attend the last day of the training.

III. Conclusions

I felt this particular LCO was fortunate to have a knowledgeable and enthusiastic trainer for the UL operation. I do think an "overview" video would help new hires to understand the previous census operations as well as the present operation. In addition, the trainees should be given a "walk through" of the enumerators manual in its entirety. This will reinforce how the manual should be used when they are in the field.

cc:

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